

"Technical expertise and flexible solutions": SaskTel Managed Hosting

BACKGROUND

Mohammed Raheem is an Internal Systems Administrator with 24/7 Real Media, a company that pioneers interactive marketing and technologies. Headquartered in New York City, 24/7 Real Media delivers innovative technology solutions that consistently exceed customers' expectations. It's part of Raheem's job to ensure that the company's intranet, search solutions and media and technology products function optimally.

CHALLENGE

As a globally connected company with a workforce of 150 in New York City and another 250 workers in offices that stretch from Munich to Madrid, Seoul to San Francisco, 24/7 Real Media relies on a secure intranet to facilitate communication. The development of a new version of the company's intranet to provide employees better access to corporate information, computing resources and internal communications required Raheem's Internal Systems Department to obtain an external server to host it. 24/7 Real Media had experience using SaskTel Managed Hosting for other applications, so it made sense for the company to turn to SaskTel for a solution.

SOLUTION

"You need to ensure that you contract with the right partner, especially when the applications are used on a daily basis."

24/7 Real Media opted for additional Managed Hosting services from SaskTel, Raheem explains, because of the company's "technical expertise and flexible solutions." "We can grow according to our own needs," he emphasizes, "adding or reducing server capacity as required." SaskTel helped Raheem's department meet a "very aggressive schedule" for the launch of 24/7 Real Media's new intranet by providing, as Raheem notes, both "timely technical support and high quality customer service."

"Our engineer at SaskTel, Jason, was crucial in ensuring that the applications worked with the infrastructure. He went above and beyond."

SaskTel also helps 24/7 Real Media save money, as Raheem explains: "We don't have to invest in supplementary expertise. SaskTel provides this for us." The quality of the technical assistance differentiates SaskTel, Raheem notes, from "the super low cost providers who provide technology in a box without any access to technical support." Another benefit of contracting SaskTel Managed Hosting, Raheem remarks, is the assurance of the "specific security practices always in place at SaskTel." The state-of-the-art SaskTel Data Centre not only ensures that 24/7 Real Media's intranet is secure, but it also maximizes its availability. "Downtime," Raheem comments, "is not a concern."

SaskTel Managed Hosting ultimately allows 24/7 Real Media to develop, manage and deliver their own media services and applications. "Our resources are best used in focusing on our products," Raheem explains. Asked if he would recommend SaskTel Managed Hosting to others, Raheem responds with an emphatic "yes." "SaskTel helps our employees accomplish more," he adds, which is something every business could benefit from.

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"SaskTel is so responsive that we were able to implement the hosting aspects of the project quickly and easily. We avoided lengthy and expensive delays."

Mohammed Raheem
24/7 Real Media